

If you seek emergency treatment at a non-VA facility, **it is important to contact the VA within 72 hours of admission** to the emergency department, even if you have already been discharged home. You, a family member, friend or hospital staff can make this contact. For VA Northern CA Health Care System Veterans, the number to call is 844-724-7842.

**Please Note:**

The VA will verify your eligibility and advise you of claims filing procedures or deadlines. By law, VA is not authorized to pay for all emergency care for Veterans. Your individual eligibility will determine what VA is able to pay.

**Will VA pay for emergency care received outside the United States?**

VA may pay if your emergency is related to a service-connected condition. You are required to call the **Foreign Medical Program at 303-331-7590**.

**For billing questions, call the  
Community Care Contact Center  
1-877-881-7618**

**Must notify VA within 72 hours  
at 844-724-7842 or  
[https://emergencycarereporting.  
communitycare.va.gov](https://emergencycarereporting.communitycare.va.gov)**

**Patient Advocates**

**Auburn**  
530-889-4946

**Chico**  
530-879-5009

**Fairfield**  
707-437-1803

**Mare Island**  
707-562-8391

**Martinez**  
925-372-2883

**McClellan**  
916-561-7540

**Oakland**  
510-267-7810

**Redding/Yreka**  
530-226-7508

**Sacramento VAMC**  
916-843-7034

**Yuba City**  
530-751-4560



**Non-VA Emergency  
Care Guide and  
Billing Card**



## Emergency Billing Card

The Emergency Billing Card is designed to be carried with you, for reference in case of an emergency. It includes instructions for you or your family member and for non-VA providers.

### VA EMERGENCY BILLING CARD

VA Northern California Health Care System (VANCHCS)

#### First Responder / Non-VA Instructions

Take this Veteran to Sacramento VA Medical Center if medically stable and within 40 miles. If you must take Veteran to a non-VA hospital, see next step.

Inform ER staff that Veteran is a patient of VANCHCS.

Hospital staff must notify VA within 72 hours at (844) 724-7842.

For billing related questions, call: (877) 881-7618

### VA Northern California Health Care System (VANCHCS)

**Veterans call:**

**Advice Nurse**  
**1-800-382-8387**

**Community Care**  
**707-562-8430**

**Maternity Care**  
**916-843-2982**

## NON-VA EMERGENCY MEDICAL CARE

A medical emergency is an injury, illness or symptom so severe that without immediate treatment, it threatens your life or health. In this situation, **call 9-1-1** or go to the nearest emergency department right away.

Veterans do not need prior authorization from a VA facility for emergency treatment or transportation.

**YOUR HEALTH IS THE  
NUMBER ONE PRIORITY!**

#### **Please Note:**

VA is not authorized to pay for all emergency care for Veterans. Your individual eligibility will determine payment of non-VA claims.

APP: VHEIC 3/2018; REV: VHEIC 12/2020

## Billing Instructions to All Non-VA Providers

VA must be notified within 72 hours:

844-724-7842 or

<https://emergencycarereporting.communitycare.va.gov>

Non-VA medical providers, including ambulance and EMT services, hospitals and all other medical providers must send bills to:

VANCHCS

ATTN: 04 / Community Care

201 Walnut Avenue

Mare Island, CA 94592

Phone Number:

707-562-8430

#### **Please Note:**

**The bills must come from the non-VA provider, not the Veteran.**

**More information can be found online at:**

**<https://www.va.gov/communitycare>**